

Subject: eOPF General FAQs – All Audiences
Date: April 17, 2008

GENERAL FAQs

HELP DESK

1. Is there a Help feature for eOPF?

- eOPF has an online help function you can reach by clicking on the word 'Help' at the top of most pages within the web site. The instructions in the help feature can be printed out if you wish to do so.
- If you are having system problems or content issues with your eOPF, please contact your organization's HR Specialist or the eOPF Help Desk. The eOPF Help Desk can be contacted using the following methods:
 - Speak with a Customer Service Specialist by calling 1-877-NSSC123 (1-877-677-2123);
 - Send an e-mail to the nssc-contactcenter@nasa.gov;
 - Or, click here [web inquiry](#)

2. Is there anyone local I can contact if I have further eOPF questions?

- Your organizations HR Specialist is a local resource you can use for answers to your eOPF questions.

BACKGROUND

3. What is the Official Personnel Folder (OPF)?

- The Official Personnel Folder (Standard Form 66) is a file containing records that cover an individual's employment history. It covers Executive Branch service under Title 5, United States Code. The long-term records included in the file are chosen to protect the legal and financial rights of the Government and the employee. While a person is employed at a Federal agency, the agency becomes the custodian of the OPF. The OPF is ultimately the property of the Office of Personnel Management. The Guide to Personnel Recordkeeping, published by the OPM, contains the rules for creating, maintaining, using and disposing of the OPF.

4. What is the Electronic Official Personnel Folder (eOPF)?

- The eOPF is an electronic version of the original OPF as well as a system for accessing the electronic folder online. The eOPF allows each employee to have an electronic personnel folder instead of a paper file. NASA is collaborating with OPM to implement this e-Gov initiative that will provide employees with easier access to their Official Personnel Folder (OPF).

5. What other Agencies have launched eOPF?

- Several agencies have already implemented the eOPF systems and the list continues to grow. Several cabinet departments and a multitude of smaller agencies have adopted eOPF. Some of those Agencies are the FAA, OPM, the Department of Education, NOAA, NIH, the Department of Health and Human Services, the Coast Guard and the Department of Energy.

6. Will Contractors have an eOPF?

- eOPF is a Federal Civil Servant effort to record government employee work history; therefore contractors will not have an eOPF.

ROLES & RESPONSIBILITIES

7. What is the role of the Office of Personnel Management (OPM) in the new folder system?

- OPM supports the President's Management Agenda (PMA) through its HR Line of Business (HR LOB) efforts. eOPF is one example of the efforts OPM administers on behalf of the PMA and HR LOB. Through the Enterprises Human Resources Integration program (EHRI) OPM will host the computer systems and many of the support services to implement and maintain the eOPFs for multiple agencies.

8. What is the role of National Archives and Records Administration (NARA) in the eOPF system?

- OPM is working with NARA's Modern Records Program group to discuss the impact of implementing eOPFs federal-wide and to establish guidance on areas such as disposal, transfer, and migration.

9. Who processes removal of documents?

- HR specialists and System Administrators (NSSC) are the only users that may add or delete documents from the eOPF. If you have a concern about a document (e.g., a letter of reprimand), contact your organizations HR Specialist or call the eOPF Help Desk.

10. Who will input new documents?

- FPPS (Federal Personnel/Payroll System) will feed directly into eOPF creating new folders and updating existing ones. The feed from FPPS to eOPF will occur daily except on the weekends. The feed on Monday's will contain any updates that occurred over the weekend.

11. Who owns the OPF and eOPF, the employee or the agency?

- Neither the employee nor the agency owns the OPF and eOPF. While a person is employed at a Federal agency, the agency becomes the custodian of the OPF. According to OPM's Guide to Personnel Recordkeeping (GPR): "The Office of Personnel Management owns the personnel folder and its contents." The GPR contains the Office of Personnel Management's rules for creating, maintaining, using, and disposing of the Official Personnel Folder.

ACCESS & SECURITY

12. How will I receive my initial eOPF User ID and Password?

- All eOPF system users will receive two (2) emails from eOPF_hd@telesishq.com. The first email will contain your User ID, followed by a second email that will contain a Temporary Password. Each email provides instructions on how to change your User ID and Password after initial login.

13. How do I access eOPF?

- Users will access eOPF through the Human Capital Information Environment (HCIE) Workforce Services portal - <https://hcie.nasa.gov>.
- Access from a PC using Internet Explorer (IE) 6.0 or higher is the recommended method of access.

14. How do I access eOPF if I have a Mac? (revised 3/7/08)

- Mac users will access eOPF through the HCIE Portal using CITRIX.
- The eOPF link within HCIE automatically routes Macs to the CITRIX logon.*
- Installation of the CITRIX application on the Mac is needed.
- Once logged into CITRIX the user can log into eOPF.
- Step by step instructions have been posted on Langley's eOPF web page ([http://ohcm.larc.nasa.gov/eopf/Mac Instructions.pdf](http://ohcm.larc.nasa.gov/eopf/Mac%20Instructions.pdf)).

*NOTE: In an effort to minimize inconvenience, system administrators from across the Center provided a list of their MAC users and the Citrix accounts have already been created. You will log in to Citrix with your same user id and password that you use to log on to your MAC.

In most cases, new employees using a Mac and new Mac users will be the only employees needing to request a Citrix account.

15. What do I do if I'm on a Mac and don't have a CITRIX logon?

- You will need to submit a request for Citrix access through NAMS. Step by step instructions have been posted on Langley's eOPF web page at ([http://ohcm.larc.nasa.gov/eopf/NAMS instructions for requesting Citrix.pdf](http://ohcm.larc.nasa.gov/eopf/NAMS%20instructions%20for%20requesting%20Citrix.pdf)).

16. What if I am on a Mac and do not have the CITRIX application?

- If you are on an ODIN supported machine, contact ODIN for Citrix installation. If you are on a non ODIN supported machine, contact your system administrator and request to have CITRIX installed.

17. How does access work on Linux/Unix?

- If the system is running or emulating Internet Explorer than Citrix is not needed, but if the system uses a different browser such as Firefox then Citrix will be needed to access eOPF.

18. How do I get a user ID and password for HCIE?

- Go to the HCIE logon page (<https://hcie.nasa.gov>) and click on the "First Time User?" link for instructions.

19. What if I don't have access to a computer?

- The Office of Human Capital Management (OHCM) has a dedicated work station for employees to view their eOPF. Call (42570) to make an appointment.

20. How secure is my personal information in the eOPF system?

- OPM has taken several steps to ensure that your information is protected. First, the eOPF can only be accessed through an Internet browser using Secure Socket Layer (SSL) with 128-bit encryption. This ensures that all of the information the eOPF system sends to you over the Internet is encrypted or 'scrambled' and thus cannot be readily intercepted and read. Second, access to your eOPF account is controlled by your user name and password. Do not give your password to anyone else. Third, the eOPF has been programmed to limit movement between screens to ensure that someone cannot go directly to your documents using a temporary URL. Fourth, system timeouts are employed to inactivate the system after periods of inactivity. Even with these protections, every employee should protect their own data privacy when printing and filing personal documents and ensuring others are not able to access their information.

21. What measures will be taken to ensure that eOPF data will not be lost?

- OPM will be managing the eOPF system for all federal government agencies. Nightly incremental system backups will be conducted, which include all new documents and any related information added on a given day. Full system-wide backups will occur weekly. Both backups are placed on backup tapes in an encrypted format and are stored off-site from the hosting facility. These steps will ensure that the system and data can be restored in the event of a disaster.

22. What will NASA do with the original paper OPFs once they are available online?

- OPM is working to publish an official statement on policy regarding the paper OPFs which is expected to be released in the near future. There are a number of alternatives available. The recommended approach is for agencies to archive the folders at NARA upon successful deployment of eOPF at NASA.

23. Who will have access to the eOPFs?

- HR specialists will have read and write access to the electronic folders of the employees within their service area. Employees will have read-only access to their own information.

24. Will eOPF be accessible outside the NASA network/portal?

- Access from outside the NASA WAN is blocked because access to eOPF requires a secure government connection.

USING EOPF

25. How will I receive training on the system?

- NASA employees will take a short online training in SATERN to fulfill their eOPF training requirements. Enter "eOPF" in the search catalog box. The Agency training is titled ELECTRONIC OFFICIAL PERSONNEL FOLDER (eOPF). This training is integral to the successful use of the system.

26. What are 'Preferences'?

- The Preferences button allows end users to tailor several eOPF screens to individual viewing preferences.

27. Can an eOPF ever be deleted?

- For audit reasons, an eOPF record can never be deleted from the system.

28. What is the difference between Create Date and Effective Date?

- As eOPF is deployed, mass quantities of documents are imported into the system at roughly the same time. The result of this mass import is that a majority of the documents stored in your eOPF will have the same Create Date. The Effective Date is the actual date of the original record. As eOPF becomes used as the system of record, personnel actions will be created from direct imports from HR. These inputs will have a Create Date more closely aligned to Effective Date. Effective Date is the date a particular form/personnel action is valid.

29. What if I lose my password for accessing my eOPF?

- There is a 'Forgot Your Password' link on the eOPF login screen if you forget or lose your password. You will be asked a few questions to verify your identity, and once successfully verified, a new password will be randomly generated for you and sent via email to the email address in your profile.

30. How long after I click on the "Change Pwd" button until I receive a new password?

- When you click on the 'Change Pwd' button, your password is immediately changed to a password you choose. Be aware that the password must meet the complex password criteria established before the system accepts it.

31. How long after I submit a request for a new password through the "Forgot your Password?" feature until I receive a new password?

- If you have an email address in eOPF and successfully answered the challenge questions correctly, you should receive an email within ten minutes. If you do not have an email address or you incorrectly answered a challenge question, you will be contacted by the Help Desk within 24 hours.

32. Will employees be notified when items are removed from their eOPF?

- The removal of documents will not generate notifications. However, any new document placed in your folder will generate a notification.

33. Will employees be notified if someone looks at their eOPFs?

- Employees won't be notified if someone looks at their eOPF. Email notification occurs only when a new document is added to the eOPF. However, a complete audit trail is recorded each time a document is accessed by any user.

TROUBLESHOOTING

34. I cannot connect to or log into eOPF.

- The eOPF Help Desk can be contacted using the following methods:
 - Speak with a Customer Service Specialist by calling 1-877-NSSC123 (1-877-677-2123);
 - Send an e-mail to the nssc-contactcenter@nasa.gov;
 - Or, click here [web inquiry](#)

35. I click on a document to see it through the Adobe Acrobat viewer, and then click on another document and it doesn't open up. How is this explained?

- Only one document can be viewed at a time. Close out the first document by clicking on the 'X' in the right corner of the Acrobat viewer and then click on the next document you wish to see.

36. I noticed that a document in my eOPF is incorrect, what do I do?

- Contact your organizations HR Specialist or the eOPF Help Desk. The Help Desk is equipped to "diagnose" the problem and direct it to the correct resource to solve the issue.

37. I have reviewed my folder and it appears that the latest document is missing. What should I do?

- The missing document may still be with your Center HR and not yet been added to your eOPF file. Some forms, like the Personnel Action (SF-50) come from another system and are transmitted directly into the eOPF. However, certain processes still produce paper which will have to be manually scanned in-house and uploaded to your eOPF.

38. My eOPF is missing a document that was in my paper OPF. What do I do?

- Some forms that were filed in your OPF may not be required based on the OPM's Guide to Personnel Recordkeeping. As such, some documents from your paper folder will be given back to you by your organization's HR Specialist instead of being delivered into your eOPF. If you feel that your eOPF is missing

a document, contact your organization's HR Specialist or the eOPF Help Desk to address the issue.

39. My eOPF contains someone else's document. What do I do?

- Your paper personnel folder has been scanned, or imaged, and placed into the eOPF system by NASA. It is possible that someone else's personnel document could have been misfiled in your paper folder prior to the scanning process. If you discover this while reviewing your eOPF, please contact your organization's HR Specialist or the eOPF Help Desk to address the issue. They will move the document to the appropriate employee's folder. You may temporarily lose access to your eOPF during this correction.

40. My eOPF contains a document labeled OTHER. What does this mean?

- Hundreds of standard Government and agency-specific forms were identified prior to going through the scanning process. While the majority of forms were properly identified, there are some less prevalent forms that were not and there are other documents that do not have a Government or agency-issued form number. Examples include copies of emails, fax cover pages, and hand-written notes. By default, these documents are labeled as "OTHER".

ADDITIONAL QUESTIONS

41. Why are there documents in my eOPF dated 01/01/1901?

- During the backscanning process, some documents that had date information which was incomplete or illegible were automatically given a date of 01/01/1901. If you have questions about these documents, contact your servicing HR Office.

42. Some of my documents seem duplicative, for example, there two SF-50's with the Nature of Action, Career – Conditional appointment. Are these duplicated documents?

- In some cases there are two pages due to the continuation of remarks for a personnel action.

43. Is it mandatory to complete the Emergency Contact Information?

- Entering this data is entirely voluntary and it will be up to the employee to keep it accurate. However, please note that NASA uses the Emergency Contact Information in Employee Express as its official source of information.